

Unannounced Care Inspection Report 14 September 2017



M Care (NI) Ltd

Type of Service: Domiciliary Care Agency

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Tel No: 02890703703

Inspector: Joanne Faulkner

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Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

M Care (NI) Ltd is a registered domiciliary care agency located in Belfast. The agency provides domiciliary care provision to approximately 774 service users, offering services which incorporate both personal care and domestic support. M Care has a current staff compliment of 250 domiciliary care workers who provide service provision in the South Eastern and Belfast Health and Social Care Trust areas.

3.0 Service details

Organisation/Registered Provider: M Care (NI) Ltd/Patrick John Miskelly	Registered Manager: Caroline Smyth Acting –Application not submitted
Person in charge at the time of inspection: Caroline Smyth	Date manager registered: Caroline Smyth Acting –Application not submitted

4.0 Inspection summary

An unannounced inspection took place on 14 September 2017 from 10.00 to 13.00.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The inspection was to determine if the agency was delivering safe, effective and compassionate care and if the service was well led.

Evidence of good practice was found in relation to the agency's recruitment procedures.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with the person in charge as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

4.2 Action/enforcement taken following the most recent care inspection dated 20 April 2017

No further actions were required to be taken following the most recent inspection on 20 April 2017.

5.0 How we inspect

Prior to inspection the inspector analysed the following records:

- Previous inspection report

Specific methods/processes used in this inspection include the following:

- Discussion with the acting manager and administration staff
- Examination of staff recruitment records and staff rota information
- Evaluation and feedback

The following records were examined during the inspection:

- Staff recruitment records
- Staff induction records
- The agency's electronic recording system

During the inspection the inspector met with the acting manager and a number of the agency's administrative staff.

The findings of the inspection were provided to the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 20 April 2017

The most recent inspection of the agency was an unannounced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 20 April 2017

There were no areas for improvement made as a result of the last care inspection.

6.3 Inspection findings

During the inspection the inspector reviewed the agency's systems in place to avoid and prevent harm to service users; this included a review of the agency's staff recruitment procedures.

From discussions with the acting manager it was identified that the agency's staff recruitment process is managed by the organisation's Human Resources (HR) department in conjunction with the acting manager.

During the inspection the inspector reviewed a number of individual staff personnel records; four for the mostly recently employed staff members and four for staff who are currently undergoing the agency's recruitment and induction processes. Documentation viewed included details of the agency's recruitment processes and evidence of pre-employment checks completed.

Records viewed indicated that the organisation's recruitment systems are effective for ensuring that staff are not provided for work until all required checks have been satisfactorily completed. It was identified that a number of staff have been or are in the process of being supported by the agency to register with the Northern Ireland Social Care Council (NISCC).

The acting manager stated that a number of staff are in the process of completing their initial induction and mandatory training whilst awaiting the outcome of their pre-employment checks. The acting manager provided assurances that staff are not supplied to service users during this time or prior to all required pre-employment checks having been satisfactorily completed and verified. The acting manager stated that staff are not provided for work until the information relating to the completed checks have been has verified.

The inspector noted that the agency's records relating to staff recruitment were maintained in an organised manner and retained securely within the agency's office. The inspector viewed the agency's electronic system used to record details of the agency's rota information, staff recruitment, training, NISCC registration status and staff appraisal processes. It was identified that in addition to the paper records retained in relation to staff pre-employment checks that details are also recorded on the electronic system.

From discussions with the acting manager and documentation viewed it was noted that staff are required to complete an initial three day induction and a period of shadowing another staff member prior to commencement of employment.

The agency's recruitment policy which was noted to detail the process for ensuring that appropriate staff pre-employment checks are completed prior to commencement of employment was viewed.

Areas of good practice

Areas of good practice were identified in relation to the agency's staff recruitment processes.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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